Enterprise Incident Report November 2012

As of **12/4/2012**

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Administrative Services	Application Development	Clifford Tomlinson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	5 0	1 0	6 0
		Dustin Crump	5 0	1 0	6 0
		Assigned to Individual Total	10 0	2 0	12 0
	Campus Networking	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	6 4	0 0	6 4
		Joshua Furgason	28 28	0 0	28 28
		Paul Ross	1 1	0 0	1 1
		Scott Wunderlich	23 13	0 0	23 13

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	22 22	0 0	22 22
		Assigned to Individual Total	80 68	0 0	80 68
	Capitol Hosting	Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Sharon Smith	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	18 18	0 0	18 18
		Eileen Dubach	4 4	0 0	4 4
		James Stearns	5 5	0 0	5 5
		Julie VanBeekum	9 9	0 0	9 9
		Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	8 7	0 0	8 7
		Assigned to Individual Total	47 43	0 0	47 43
	Metro A Desktop Support	James Kammeyer	1 0	0 0	1 0

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Metro A Desktop Support	Michael Barth	5 1	0 0	5 1
		Assigned to Individual Total	6 1	0 0	6 1
	Metro A Help Desk	Edward Fortner	1 1	0 0	1 1
		Liz Evans	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2
	Metro B Desktop Support	Sean Chadbourne	2 0	0 0	2 0
		Stephanie Young	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Help Desk	Todd Manning	1 0	0 0	1 0
		Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Help Desk	John Robinson	1 1	0 0	1 1

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Metro D Help Desk	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Network Operations	Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	PDA Billing	Arlene Martinez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	6 6	0 0	6 6
		Ruston McKay	1 1	0 0	1 1
		Assigned to Individual Total	7 7	0 0	7 7
	Rural South Desktop Support	Lance Nay	3 3	0 0	3 3
		Assigned to Individual Total	3 3	0 0	3 3
	Technical Lead/Project Manager	John Stephenson	1 0	0 0	1 0

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	4 0	0 0	4 0
		Assigned to Individual Total	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	3 0	0 0	3 0
		James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	3 2	0 0	3 2
		Assigned to Individual Total	7 2	0 0	7 2
	Voice/Data/WAN Services	Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		184 127	2 0	186 127
Customer Company Total			184 127	2 0	186 127

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Administrative Services	Application Development	Clifford Tomlinson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	5 1	1 1	6 2
		Dustin Crump	5 5	1 0	6 5
		Assigned to Individual Total	10 6	2 1	12 7
	Campus Networking	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	6 0	0 0	6 0
		Joshua Furgason	28 0	0 0	28 0
		Paul Ross	1 1	0 0	1 1
		Scott Wunderlich	23 0	0 0	23 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	22 2	0 0	22 2
		Assigned to Individual Total	80 3	0 0	80 3
	Capitol Hosting	Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Sharon Smith	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	18 5	0 0	18 5
		Eileen Dubach	4 1	0 0	4 1
		James Stearns	5 0	0 0	5 0
		Julie VanBeekum	9 0	0 0	9 0
		Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	8 0	0 0	8 0
		Assigned to Individual Total	47 6	0 0	47 6
	Metro A Desktop Support	James Kammeyer	1 0	0 0	1 0

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As of **12/4/2012**

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Metro A Desktop Support	Michael Barth	50	0	50
		Assigned to Individual Total	60	0	60
	Metro A Help Desk	Edward Fortner	10	0	10
		Liz Evans	10	0	10
		Assigned to Individual Total	20	0	20
	Metro B Desktop Support	Sean Chadbourne	20	0	20
		Stephanie Young	20	0	20
		Assigned to Individual Total	40	0	40
	Metro B Help Desk	Todd Manning	10	0	10
		Val Shepherd	10	0	10
		Assigned to Individual Total	20	0	20
	Metro C West Desktop Support	Cody Flanders	11	0	11
		Assigned to Individual Total	11	0	11
	Metro D Help Desk	John Robinson	10	0	10

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Metro D Help Desk	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	PDA Billing	Arlene Martinez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	6 0	0 0	6 0
		Ruston McKay	1 0	0 0	1 0
		Assigned to Individual Total	7 0	0 0	7 0
	Rural South Desktop Support	Lance Nay	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Technical Lead/Project Manager	John Stephenson	1 0	0 0	1 0

Enterprise Incident Report November 2012

As of **12/4/2012**

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	4 1	0 0	4 1
		Assigned to Individual Total	5 1	0 0	5 1
	Voice Operations	Gail Christiansen	3 0	0 0	3 0
		James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0
	Voice/Data/WAN Services	Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		184 19	2 1	186 20
Customer Company Total			184 19	2 1	186 20

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	ATTIR Total
Administrative Services	Application Development	Clifford Tomlinson	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	1 0.30	0 0.00	1 0.30
	Application Services	Danielle Hood	5 3.66	1 36.90	6 9.20
		Dustin Crump	5 12.31	1 0.75	6 10.39
		Assigned to Individual Total	10 7.99	2 18.82	12 9.79
	Campus Networking	Robert Ryan	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	1 0.11	0 0.00	1 0.11
	Capitol Desktop Support	Chad Poll	6 0.00	0 0.00	6 0.00
		Joshua Furgason	28 0.01	0 0.00	28 0.01
		Paul Ross	1 1.98	0 0.00	1 1.98
		Scott Wunderlich	23 0.12	0 0.00	23 0.12

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	22 0.39	0 0.00	22 0.39
		Assigned to Individual Total	80 0.17	0 0.00	80 0.17
	Capitol Hosting	Patrick Funk	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	1 0.31	0 0.00	1 0.31
	Enterprise Security	Sharon Smith	1 10.34	0 0.00	1 10.34
		Assigned to Individual Total	1 10.34	0 0.00	1 10.34
	Help Desk	Brenda Treadway	18 0.78	0 0.00	18 0.78
		Eileen Dubach	4 0.41	0 0.00	4 0.41
		James Stearns	5 0.03	0 0.00	5 0.03
		Julie VanBeekum	9 0.00	0 0.00	9 0.00
		Sarah Johnson	3 0.29	0 0.00	3 0.29
		Vicky Marrelli	8 0.09	0 0.00	8 0.09
		Assigned to Individual Total	47 0.37	0 0.00	47 0.37
	Metro A Desktop Support	James Kammeyer	1 0.17	0 0.00	1 0.17

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Metro A Desktop Support	Michael Barth	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	6 0.14	0 0.00	6 0.14
	Metro A Help Desk	Edward Fortner	1 0.05	0 0.00	1 0.05
		Liz Evans	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.02	0 0.00	2 0.02
	Metro B Desktop Support	Sean Chadbourne	2 0.10	0 0.00	2 0.10
		Stephanie Young	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	4 0.17	0 0.00	4 0.17
	Metro B Help Desk	Todd Manning	1 0.05	0 0.00	1 0.05
		Val Shepherd	1 0.70	0 0.00	1 0.70
		Assigned to Individual Total	2 0.37	0 0.00	2 0.37
	Metro C West Desktop Support	Cody Flanders	1 2.55	0 0.00	1 2.55
		Assigned to Individual Total	1 2.55	0 0.00	1 2.55
	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Metro D Help Desk	Matthew Earl	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	2 0.08	0 0.00	2 0.08
	Network Operations	Michael Ostrander	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	1 0.10	0 0.00	1 0.10
	PDA Billing	Arlene Martinez	1 3.06	0 0.00	1 3.06
		Assigned to Individual Total	1 3.06	0 0.00	1 3.06
	Rural Central Desktop Support	Jessica Purcell	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	1 0.15	0 0.00	1 0.15
	Rural North Desktop Support	Kim Ratushniak	6 0.00	0 0.00	6 0.00
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	7 0.00	0 0.00	7 0.00
	Rural South Desktop Support	Lance Nay	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Technical Lead/Project Manager	John Stephenson	1 0.00	0 0.00	1 0.00

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	4 0.51	0 0.00	4 0.51
		Assigned to Individual Total	5 0.41	0 0.00	5 0.41
	Voice Operations	Gail Christiansen	3 0.04	0 0.00	3 0.04
		James Gifford	1 0.08	0 0.00	1 0.08
		Romanza Hamblin Sorensen	3 0.11	0 0.00	3 0.11
		Assigned to Individual Total	7 0.08	0 0.00	7 0.08
	Voice/Data/WAN Services	Spencer Blodgett	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	1 0.49	0 0.00	1 0.49
	Assigned Group Total		184 0.72	2 18.82	186 0.92
Customer Company Total			184 0.72	2 18.82	186 0.92

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	Assigned Group	Assigned to Individual	Low	Medium	MR Total
Administrative Services	Application Development	Clifford Tomlinson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	5 4	1 1	6 5
		Dustin Crump	5 4	1 0	6 4
		Assigned to Individual Total	10 8	2 1	12 9
	Campus Networking	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	6 0	0 0	6 0
		Joshua Furgason	28 0	0 0	28 0
		Paul Ross	1 0	0 0	1 0
		Scott Wunderlich	23 0	0 0	23 0

Administrative Services

			Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	22 1	0 0	22 1
		Assigned to Individual Total	80 1	0 0	80 1
	Capitol Hosting	Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Sharon Smith	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	18 1	0 0	18 1
		Eileen Dubach	4 0	0 0	4 0
		James Stearns	5 0	0 0	5 0
		Julie VanBeekum	9 0	0 0	9 0
		Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	8 0	0 0	8 0
		Assigned to Individual Total	47 1	0 0	47 1
	Metro A Desktop Support	James Kammeyer	1 0	0 0	1 0

Administrative Services

			Low	Medium	MR Total
Administrative Services	Metro A Desktop Support	Michael Barth	50	0 0	50
		Assigned to Individual Total	60	0 0	60
	Metro A Help Desk	Edward Fortner	10	0 0	10
		Liz Evans	10	0 0	10
		Assigned to Individual Total	20	0 0	20
	Metro B Desktop Support	Sean Chadbourne	20	0 0	20
		Stephanie Young	20	0 0	20
		Assigned to Individual Total	40	0 0	40
	Metro B Help Desk	Todd Manning	10	0 0	10
		Val Shepherd	10	0 0	10
		Assigned to Individual Total	20	0 0	20
	Metro C West Desktop Support	Cody Flanders	10	0 0	10
		Assigned to Individual Total	10	0 0	10
	Metro D Help Desk	John Robinson	10	0 0	10

Administrative Services

			Low	Medium	MR Total
Administrative Services	Metro D Help Desk	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	PDA Billing	Arlene Martinez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	6 0	0 0	6 0
		Ruston McKay	1 0	0 0	1 0
		Assigned to Individual Total	7 0	0 0	7 0
	Rural South Desktop Support	Lance Nay	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Technical Lead/Project Manager	John Stephenson	1 0	0 0	1 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	4 0	0 0	4 0
		Assigned to Individual Total	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	3 0	0 0	3 0
		James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0
	Voice/Data/WAN Services	Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		184 11	2 1	186 12
Customer Company Total			184 11	2 1	186 12

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Administrative Services	Application Development	Clifford Tomlinson	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	1 0.30	0 0.00	1 0.30
	Application Services	Danielle Hood	5 14.84	1 39.11	6 18.88
		Dustin Crump	5 14.72	1 0.75	6 12.40
		Assigned to Individual Total	10 14.78	2 19.93	12 15.64
	Campus Networking	Robert Ryan	1 2.80	0 0.00	1 2.80
		Assigned to Individual Total	1 2.80	0 0.00	1 2.80
	Capitol Desktop Support	Chad Poll	6 1.36	0 0.00	6 1.36
		Joshua Furgason	28 0.01	0 0.00	28 0.01
		Paul Ross	1 2.41	0 0.00	1 2.41
		Scott Wunderlich	23 0.38	0 0.00	23 0.38

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	22 1.61	0 0.00	22 1.61
		Assigned to Individual Total	80 0.69	0 0.00	80 0.69
	Capitol Hosting	Patrick Funk	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	1 0.31	0 0.00	1 0.31
	Enterprise Security	Sharon Smith	1 10.42	0 0.00	1 10.42
		Assigned to Individual Total	1 10.42	0 0.00	1 10.42
	Help Desk	Brenda Treadway	18 1.23	0 0.00	18 1.23
		Eileen Dubach	4 0.48	0 0.00	4 0.48
		James Stearns	5 0.05	0 0.00	5 0.05
		Julie VanBeekum	9 0.44	0 0.00	9 0.44
		Sarah Johnson	3 1.76	0 0.00	3 1.76
		Vicky Marrelli	8 0.21	0 0.00	8 0.21
		Assigned to Individual Total	47 0.74	0 0.00	47 0.74
	Metro A Desktop Support	James Kammeyer	1 0.17	0 0.00	1 0.17

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Metro A Desktop Support	Michael Barth	5 0.29	0 0.00	5 0.29
		Assigned to Individual Total	6 0.26	0 0.00	6 0.26
	Metro A Help Desk	Edward Fortner	1 0.05	0 0.00	1 0.05
		Liz Evans	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	2 0.20	0 0.00	2 0.20
	Metro B Desktop Support	Sean Chadbourne	2 0.30	0 0.00	2 0.30
		Stephanie Young	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	4 0.32	0 0.00	4 0.32
	Metro B Help Desk	Todd Manning	1 0.09	0 0.00	1 0.09
		Val Shepherd	1 0.80	0 0.00	1 0.80
		Assigned to Individual Total	2 0.45	0 0.00	2 0.45
	Metro C West Desktop Support	Cody Flanders	1 3.43	0 0.00	1 3.43
		Assigned to Individual Total	1 3.43	0 0.00	1 3.43
	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Metro D Help Desk	Matthew Earl	1 0.97	0 0.00	1 0.97
		Assigned to Individual Total	2 0.49	0 0.00	2 0.49
	Network Operations	Michael Ostrander	1 3.59	0 0.00	1 3.59
		Assigned to Individual Total	1 3.59	0 0.00	1 3.59
	PDA Billing	Arlene Martinez	1 4.42	0 0.00	1 4.42
		Assigned to Individual Total	1 4.42	0 0.00	1 4.42
	Rural Central Desktop Support	Jessica Purcell	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	1 0.15	0 0.00	1 0.15
	Rural North Desktop Support	Kim Ratushniak	6 0.00	0 0.00	6 0.00
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	7 0.00	0 0.00	7 0.00
	Rural South Desktop Support	Lance Nay	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Technical Lead/Project Manager	John Stephenson	1 1.20	0 0.00	1 1.20

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	4 2.50	0 0.00	4 2.50
		Assigned to Individual Total	5 2.24	0 0.00	5 2.24
	Voice Operations	Gail Christiansen	3 0.85	0 0.00	3 0.85
		James Gifford	1 0.27	0 0.00	1 0.27
		Romanza Hamblin Sorensen	3 0.45	0 0.00	3 0.45
		Assigned to Individual Total	7 0.60	0 0.00	7 0.60
	Voice/Data/WAN Services	Spencer Blodgett	1 0.64	0 0.00	1 0.64
		Assigned to Individual Total	1 0.64	0 0.00	1 0.64
	Assigned Group Total		184 1.56	2 19.93	186 1.76
Customer Company Total			184 1.56	2 19.93	186 1.76

Administrative Services

Detail

Incident	Requester	Category	Type	CI		Status	TIR/TTR Missed		Hours
INC000000598056	Patricia Smith-Mansfield	Application	Error	Microsoft Word			TIR Missed: No		0.17
	Metro A Desktop Support	James Kammeyer	Administrative Services	Low	Closed		TTR Missed: No		0.17
INC000000601036	Jeff Mottishaw	PC/Laptop	Performance	None			TIR Missed: Yes		2.77
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No		4.75
INC000000601198	Michelle Austin	Application	Error	None			TIR Missed: No		0.91
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No		1.72
INC000000601490	Brian Spencer	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No		5.60
INC000000601494	Brian Spencer	Application	Error	Gmail			TIR Missed: Yes		1.52
	Application Services	Dustin Crump	Administrative Services	Low	Closed		TTR Missed: Yes		7.43
INC000000601548	Paul Ferguson	Telecom	None	Telephone			TIR Missed: No		0.08
	Voice Operations	James Gifford	Administrative Services	Low	Closed		TTR Missed: No		0.27
INC000000601731	Kevin Lucus	None	None	None			TIR Missed: No		0.01
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No		0.01
INC000000602237	Michelle Austin	PC/Laptop	Performance	None			TIR Missed: No		0.22
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No		1.71
INC000000602301	Wendy Keyser	Application	Password	Utah Master Directory			TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000602445	Debbie Bowen	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000602521	Paul Bowers	PC/Laptop	Error	None			TIR Missed: No		0.38
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No		0.55
INC000000602642	Mike Broschinsky	Application	Reporting	None			TIR Missed: No		0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000602769	Joe Ligori	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000602800	Jake Jacobson	Mobile Devices	None	Droid			TIR Missed: No		0.09
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed		TTR Missed: No		0.17
INC000000602830	Doug Stout	Application	Password	None			TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000603031	Jason Knight	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No		0.00

Administrative Services

INC000000603072	Gala Dumas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.09
INC000000603394	Scott Bingham	Telecom	Call/Receive	None		TIR Missed: No	0.03
	Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: No	1.94
INC000000603553	Loretta Tatum	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000603563	Loretta Tatum	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000603729	Gala Dumas	Application	None	Oracle 8 Enterprise Edition		TIR Missed: Yes	2.55
	Metro C West Desktop Support	Cody Flanders	Administrative Services	Low	Closed	TTR Missed: No	3.43
INC000000603736	Lynn Webb	None	None	None		TIR Missed: Yes	1.51
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	6.03
INC000000603895	Mary Ann Morehouse	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000603989	Alan Olsen	Application	Password	Utah Performance Management		TIR Missed: No	0.30
	Application Development	Clifford Tomlinson	Administrative Services	Low	Closed	TTR Missed: No	0.30
INC000000604291	Sue Hoskins	None	None	None		TIR Missed: No	0.20
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.52
INC000000604344	Jeff Rose	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000604417	Shirley Williams	PC/Laptop	Error	None		TIR Missed: No	0.37
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.37
INC000000604424	Nikki Sanchez	Application	Error	Novell Messenger		TIR Missed: No	0.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.54
INC000000604484	Paul Ferguson	None	None	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.33
INC000000604522	Paul Rendon	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000604695	David L Lewis	Telecom	Feature	None		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: No	0.59
INC000000604865	Joanna Reese	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.23
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.81
INC000000604939	Pat Gillins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00

Administrative Services

INC000000605048	Dean Eborn	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.77
INC000000605051	Amanda Ronan	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605059	Tyler Barnes	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605063	Heather Stevens	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605075	Nikki Sanchez	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605078	Sue Hoskins	Telecom	Call Management	Telephone		TIR Missed: No	0.15
Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed		TTR Missed: No	0.82
INC000000605492	Dan Martinez	Application	Reporting	Gmail		TIR Missed: No	0.00
Application Services	Danielle Hood	Administrative Services	Low	Closed		TTR Missed: Yes	9.00
INC000000605497	Joanie Aponte	Application	None	Microsoft Excel		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.29
INC000000605524	Paul Bowers	Application	None	Internet Explorer		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	1.42
INC000000605613	Priscilla Anderson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605739	Patricia Smith-Mansfield	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605804	Michelle Austin	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000605883	Matthias Mueller	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.02
INC000000606085	Cerena Withers	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000606156	Brent Lloyd	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No	
INC000000606335	Fred Christensen	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000606347	Kurt Baxter	Network	Incident	Active Directory		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.69

Administrative Services

INC000000606373	Natalie Powell	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Administrative Services	Low	Closed	TTR Missed: No	1.20
INC000000606389	Milton VanderLinde	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000606421	Lynn Bodrero	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Administrative Services	Low	Closed	TTR Missed: No	3.78
INC000000606441	Mike Keeney	Application	Password	Gmail		TIR Missed: Yes	1.21
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	1.21
INC000000606507	Anne Stehno	Telecom	Call Management	None		TIR Missed: No	0.03
	Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: No	0.03
INC000000606679	Enzo Calfa	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000606850	Sean Richins	Application	Password	Utah Master Directory		TIR Missed: Yes	2.11
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	2.12
INC000000606921	Debbie Hood	Network	Error	None		TIR Missed: No	0.11
	Campus Networking	Robert Ryan	Administrative Services	Low	Closed	TTR Missed: No	2.80
INC000000606999	Mike Frost	None	None	Gmail		TIR Missed: Yes	24.65
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: Yes	24.65
INC000000607062	Lynn Bodrero	Application	None	Gmail		TIR Missed: Yes	24.48
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: Yes	27.69
INC000000607177	Larry L Brown	Application	Password	Utah Master Directory		TIR Missed: Yes	3.34
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	3.34
INC000000607180	Mike Ferrin	Application	Password	Utah Master Directory		TIR Missed: Yes	3.37
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	3.37
INC000000607199	Jeff Reddoor	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.03
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	3.56
INC000000607211	Brandon Bagley	None	None	None		TIR Missed: Yes	1.49
	Technical Lead/Project Manager	Mart Gardner	Administrative Services	Low	Closed	TTR Missed: No	1.49
INC000000607232	Chris Carlson	Application	None	Gmail		TIR Missed: Yes	3.26
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	3.27
INC000000607237	Melissa Frost	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	3.06
	PDA Billing	Arlene Martinez	Administrative Services	Low	Closed	TTR Missed: No	4.42
INC000000607281	Jeff Reddoor	Application	Error	None		TIR Missed: Yes	2.48
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	3.84

Administrative Services

INC000000607339	Sean Richins	Application	Password	Gmail			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607480	Roland Powell	Application	Error	Gmail			TIR Missed: No	0.15
	Rural Central Desktop Support	Jessica Purcell	Administrative Services	Low		Closed	TTR Missed: No	0.15
INC000000607527	Joe Ligori	Mobile Devices	Error	BlackBerry Configuration			TIR Missed: No	0.58
	Application Services	Danielle Hood	Administrative Services	Low		Closed	TTR Missed: Yes	6.90
INC000000607548	Carma Hicks	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low		Closed	TTR Missed: No	1.60
INC000000607681	Elizabeth Perkes	Application	Error	Gmail			TIR Missed: Yes	10.34
	Enterprise Security	Sharon Smith	Administrative Services	Low		Closed	TTR Missed: Yes	10.42
INC000000607695	Seth Niederhauser	Application	Error	None			TIR Missed: No	0.05
	Metro B Help Desk	Todd Manning	Administrative Services	Low		Closed	TTR Missed: No	0.09
INC000000607752	Darin Janzen	Application	None	Gmail			TIR Missed: No	0.51
	Technical Lead/Project Manager	Mart Gardner	Administrative Services	Low		Closed	TTR Missed: No	1.05
INC000000607783	Rocio Briceno	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607791	Loretta Hamilton	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607816	Karen Kraus	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607913	Nancy Orton	None	None	Gmail			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607963	Colin Winchester	Application	Error	Gmail			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000607990	Chad Spencer	Network	Password	Gmail			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000608175	Dan Martinez	Application	None	Gmail			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000608279	Brent Lloyd	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000608283	Tim Christensen	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000608431	Roger Faris	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low		Closed	TTR Missed: No	0.00

Administrative Services

INC000000608609	Rod Swaner	None	None	None		TIR Missed: No	0.15
Metro A Desktop Support	Michael Barth	Administrative Services		Low	Closed	TTR Missed: No	0.24
INC000000608752	Debbie Hood	Telecom	Dial Tone	Telephone		TIR Missed: No	0.10
Voice Operations	Romanza Hamblin Sorensen	Administrative Services		Low	Closed	TTR Missed: No	0.20
INC000000608756	John Koerner	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Administrative Services		Low	Closed	TTR Missed: No	
INC000000608857	Katja Hadzialijagic	None	None	Gmail		TIR Missed: No	0.03
Metro B Desktop Support	Sean Chadbourne	Administrative Services		Low	Resolved	TTR Missed: No	0.03
INC000000608902	Nikki Sanchez	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed	TTR Missed: No	2.03
INC000000608926	Karen Kraus	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000608974	Milton VanderLinde	Application	None	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000609038	Enzo Calfa	Application	None	Gmail		TIR Missed: Yes	36.90
Application Services	Danielle Hood	Administrative Services		Medium	Resolved	TTR Missed: Yes	39.11
INC000000609124	Melissa Frost	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services		Low	Closed	TTR Missed: Yes	6.66
INC000000609165	Tim Parkinson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	8.44
Application Services	Dustin Crump	Administrative Services		Low	Closed	TTR Missed: Yes	10.01
INC000000609172	Craig Wessman	Mobile Devices	None	iPhone		TIR Missed: No	0.23
Application Services	Danielle Hood	Administrative Services		Low	Resolved	TTR Missed: No	5.30
INC000000609229	Karen Kraus	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000609404	Melissa Frost	PC/Laptop	Performance	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Administrative Services		Low	Closed	TTR Missed: No	2.54
INC000000609427	Joanie Aponte	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000609472	Natalie Powell	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000609534	Jeff Mottishaw	None	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services		Low	Closed	TTR Missed: No	2.45
INC000000609608	Gail Youngblood	PC/Laptop	None	None		TIR Missed: No	0.64
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed	TTR Missed: No	0.64

Administrative Services

INC000000609715	Kurt Baxter	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	
INC000000609736	Mindy Spring	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	
INC000000609787	Nancy Orton	PC/Laptop	Password	None		TIR Missed: No	0.17
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.33
INC000000609837	Rod Swaner	Application	Error	None		TIR Missed: No	0.51
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.64
INC000000609857	Scott Bingham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000609930	Lee Ericksen	Application	Password	Utah Master Directory		TIR Missed: No	0.80
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.82
INC000000610047	Robert Steffen	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000610070	Corry Hill	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.98
INC000000610103	Sean Crawford	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: Yes	32.65
INC000000610110	Benjamin Vasquez	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Administrative Services	Low	Closed	TTR Missed: No	0.35
INC000000610122	Tanja Akiyama	PC/Laptop	None	None		TIR Missed: No	0.10
	Network Operations	Michael Ostrander	Administrative Services	Low	Closed	TTR Missed: No	3.59
INC000000610126	Joanie Aponte	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.10
INC000000610207	Ken Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.71
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.96
INC000000610295	Milton VanderLinde	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000610388	Dwight Palmer	None	None	None		TIR Missed: No	0.75
	Application Services	Dustin Crump	Administrative Services	Medium	Closed	TTR Missed: No	0.75
INC000000610429	Ken Hansen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.23
INC000000610583	Barbara Sutherland	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00

Administrative Services

INC000000610614	Larry Thacker	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610673	Dorothy Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610715	Gala Dumas	Application	Error	Microsoft Access		TIR Missed:	No	0.35
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	No	2.00
INC000000610788	David Sandos	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610847	Karen Peterson	Application	None	Novell GroupWise		TIR Missed:	No	0.24
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed:	No	0.54
INC000000610850	Susan Vogel	Application	Error	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610863	Mike Frost	Application	Error	Gmail		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610884	David Sandos	Application	Password	Gmail		TIR Missed:	No	0.17
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed:	No	0.25
INC000000610916	Dorothy Phillips	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000610927	Rick Nauta	Application	Error	Gmail		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611031	Rick Nauta	Application	Error	Gmail		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611259	Sophia Manousakis	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611383	Doug Robinson	None	None	None		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611408	George D Lewis	None	None	Gmail		TIR Missed:	Yes	17.31
	Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed:	Yes	20.34
INC000000611421	Sheila Bird	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611531	Wayne Christensen	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000611567	Brian R Bales	Application	Reporting	Gmail		TIR Missed:	No	0.52
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	0.52

Administrative Services

Incident	Name	Category	Type	Item			TIR/TTR		Value
INC000000611579	Jeremy Hunter	Mobile Devices	None	Droid			TIR Missed:	No	0.74
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved		TTR Missed:	No	1.54
INC000000611749	Sheila Bird	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000611818	Emily Barnes	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000611861	Elizabeth Perkes	None	None	None			TIR Missed:	No	0.05
	Technical Lead/Project Manager	Mart Gardner	Administrative Services	Low	Resolved		TTR Missed:	No	3.66
INC000000611936	Susan Hunt	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000611988	Wayne Smith	Application	None	PGP			TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed		TTR Missed:	No	1.47
INC000000611995	Corry Hill	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000612014	Wayne Smith	PC/Laptop	None	None			TIR Missed:	No	0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed:	No	1.15
INC000000612127	Lynn Webb	Telecom	Hardware	Telephone			TIR Missed:	No	0.49
	Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low	Resolved		TTR Missed:	No	0.64
INC000000612213	Mark Yeschick	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000612220	Jeff Done	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000612295	Melissa Frost	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed:	No	0.00
INC000000612528	Pat Gillins	Application	Password	Utah Master Directory			TIR Missed:	Yes	1.10
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved		TTR Missed:	No	1.10
INC000000612568	Lisa Aa	Application	Error	None			TIR Missed:	No	0.72
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed:	No	1.00
INC000000612970	Patricia Smith-Mansfield	Application	Error	Microsoft Office			TIR Missed:	No	0.05
	Metro A Help Desk	Edward Fortner	Administrative Services	Low	Resolved		TTR Missed:	No	0.05
INC000000613019	Sue Hoskins	PC/Laptop	Hardware	None			TIR Missed:	No	0.29
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved		TTR Missed:	No	0.29
INC000000613181	Mark Yeschick	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved		TTR Missed:	No	0.00

Administrative Services

INC000000613310	Debbie Gundersen	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613392	Mike Beckstead	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613441	Brian R Bales	Application	Error	Microsoft Excel	TIR Missed:	No	0.06
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.24
INC000000613474	Mark Yeschick	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613486	Kathy Clemens	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613489	Tanya Price	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613589	Grant Beckler	Application	Error	Microsoft Excel	TIR Missed:	No	0.07
	Metro B Desktop Support	Stephanie Young	Administrative Services	Low	Resolved	TTR Missed: No	0.22
INC000000613599	Dean Eborn	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.09
INC000000613658	Eric Gardner	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	0.84
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.35
INC000000613808	Paul Ferguson	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000613811	Jenn Johnson	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000614301	Patricia Yacks	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.70
	Metro B Help Desk	Val Shepherd	Administrative Services	Low	Resolved	TTR Missed: No	0.80
INC000000614690	Brenda Lee	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.18
INC000000614704	Julie Talbot	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.51
INC000000615110	Dorothy Phillips	Application	Password	Financial Information Network	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000615138	Seth Niederhauser	PC/Laptop	Hardware	None	TIR Missed:	No	0.18
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Low	Resolved	TTR Missed: No	0.58
INC000000615224	Bryan Rust	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00

Administrative Services

Incident	Requester	Category	Type	Item	Group	Assignee	Dept	Priority	Status	TIR/TTR Missed	Time
INC000000615339	John Harrington	Network	None	Novell eDirectory				Low		TIR Missed: Yes	1.98
	Capitol Desktop Support	Paul Ross	Administrative Services						Resolved	TTR Missed: No	2.41
INC000000615341	Rich Amon	Application	Error	None				Low		TIR Missed: No	0.46
	Capitol Desktop Support	Tom Hanson	Administrative Services						Resolved	TTR Missed: No	3.60
INC000000615344	Brian R Bales	Application	Password	Gmail				Low		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000615755	Scott Bingham	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services						Resolved	TTR Missed: No	0.54
INC000000616213	Brenda Lee	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services						Resolved	TTR Missed: No	2.57
INC000000616246	Seth Niederhauser	Application	Reporting	SAP Frontend				Low		TIR Missed: No	0.39
	Metro B Desktop Support	Stephanie Young	Administrative Services						Resolved	TTR Missed: No	0.45
INC000000616389	Robert Sandoval	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000616409	Diane Hawkes	Application	Password	Gmail				Low		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000616484	Jennifer Porter	Network	Password	Novell Client for 32-bit Windows				Low		TIR Missed: No	0.49
	Capitol Desktop Support	Scott Wunderlich	Administrative Services						Resolved	TTR Missed: No	1.11
INC000000616672	Ken Roner	Network	Incident	None				Low		TIR Missed: No	0.26
	Capitol Desktop Support	Tom Hanson	Administrative Services						Resolved	TTR Missed: No	0.26
INC000000616806	James Golden	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000616935	Julie Talbot	Application	Error	Versatile Enterprise System				Low		TIR Missed: No	0.16
	Metro D Help Desk	Matthew Earl	Administrative Services						Resolved	TTR Missed: No	0.97
INC000000616987	Jenn Johnson	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000616993	Lynn Webb	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000617338	Marilee Richins	None	None	None				Low		TIR Missed: No	0.31
	Capitol Hosting	Patrick Funk	Administrative Services						Resolved	TTR Missed: No	0.31
INC000000617941	James Golden	Application	Password	State Payroll Time Entry System				Low		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services						Resolved	TTR Missed: No	0.00
INC000000618024	Tracie Brush	None	None	None				Low		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services						Resolved	TTR Missed: No	0.00